

General Practitioner Orientation Checklist

Being prepared for the arrival of a new GP will not only provide a smooth transition for your staff and patients, it will also encourage locums or registrars to return to your practice for future placements.

Prepare for the GP's arrival

- Collect copies of required documents such as:
 - GP's medical indemnity certificate of currency.
 - Medical Board of Australia registration.
 - Working with Children Check (if required).
 - Police clearance (if required).
- Apply for, or verify, the GP's Medicare Provider Number(s), including location, start and end dates and any restrictions.
- Provide a placement schedule, including expected hours of work, on call/after-hours roster, dates (start and finish for a temporary placement), payment terms and frequency of payments.
- Arrange admitting rights and emergency department credentialing at the local hospital(s) if required.

First day orientation and introductions

- Introduce the GP to the other staff.
- Provide a tour of the waiting, consultation and treatment rooms, work areas and staff facilities.
- Provide contact details for colleagues within the general practice, local specialists, allied health professionals and any other key contacts.
- Provide contact details (and tour where possible) of hospital, pharmacy, aged care facilities, etc.
- Provide contact details for the ambulance service and palliative care service.
- Familiarise the GP with the practice's policies and procedures, including evacuation and emergency procedures, grievance and harassment procedures and occupational health and safety guidelines.
- Discuss the daily routine of the general practice, including clinic hours, break times and access to coffee and tea, incoming and outgoing mail, including clinical results, etc.
- Advise of any building access requirements, including internal and external security systems.
- Outline the practice's patient demographics, including information on health issues that impact the practice (e.g. drug and alcohol problems, aged care visits, etc.).
- Discuss patient billing arrangements.

- Describe the practice's expectations, including values, culture and protocols.
- Organise a staff gathering to welcome the GP.

Practice equipment

- Provide a tidy and suitably equipped consulting room for the GP.
- Provide an overview of the practice's information management processes, including internal and external mail, practice software, telehealth software, passwords, desktop shortcuts and useful websites.
- Provide information about the storage and availability of vaccines, dressings, drugs and emergency equipment.
- Advise the process for ordering supplies.
- Outline the availability of clinical resources, relevant journals and key textbooks.
- Instruct how to use office equipment, including Telehealth equipment, practice software, telephone systems, fax machine and photocopier.

Clinical records and patient care

- Ensure a detailed incoming handover is provided to assist the GP. If the outgoing GP has already left the practice, arrange for them to provide detailed handover notes of any chronic care patients.
- Provide training regarding systems for storage and maintenance of patient records and data.
- Outline the services provided by the practice to the hospital outpatient department, nursing home and aged care facility, such as hours and required visits.
- Outline the allied health services available within the practice and town.
- Describe the process for pathology and radiology requests, results and collection.
- Provide information on WorkCover and the Department of Veterans' Affairs.

Workload

- Allow longer appointments for the first day of consulting to enable familiarisation with the practice's processes and systems.
- Describe the support available from the practice nurse where available.
- Outline the paperwork responsibilities and the administration assistance available.

Local information

Where applicable, provide the GP with:

- a map and information about local businesses, banks, cafés, hotels, supermarkets, retail outlets, tourist attractions, places of worship, sporting facilities and social clubs
- a welcome pack, which could include relevant local information, samples of local wine or produce and vouchers for local restaurants or retail outlets.

Accommodation

If accommodation or a house is being provided for the GP (by the shire or general practice):

- confirm the arrival date and time, parking arrangements and key collection
- ensure it is within walking distance of the practice if a vehicle is not provided
- confirm and advise what is included (e.g. laundry, kitchen, linen, furnishings, towels and consumables)
- provide instructions for household items (e.g. air conditioning, internet, dishwasher, security system, garbage disposal and garbage collection times)
- consider providing basic supplies (e.g. tea, coffee, milk, bread, butter) if the GP is arriving after hours.

Loan vehicle

If a loan vehicle is being provided for the GP (by the shire or general practice) ensure the vehicle is:

- serviced
- clean
- roadworthy
- registered
- comprehensively insured.

Cultural awareness

It is recommended that all health professionals undertake cultural awareness and safety training prior to commencing work in Western Australia.

Cultural awareness training providers

- Aboriginal Health Council of Western Australia (AHCWA) – [Cultural Safety Training](#).
- Australian Indigenous HealthInfoNet – [Cultural Safety for Health Professionals](#).
- WA Country Health Service, Disability Services Commission and Western Australian Centre for Rural Health – [Aboriginal Cultural Orientation Plan for Health Professionals](#).
- The Royal Australian College of General Practitioners (RACGP) – [Aboriginal and Torres Strait Islander Health](#).

Cultural Wealth Community Health

Rural Health West has published an introduction to cultural awareness for health professionals working with and caring for Aboriginal and Torres Strait Islander people in Western Australia.

You can view the [Cultural Wealth Community Health document online](#) or request a hard copy from Rural Health West by emailing info@ruralhealthwest.com.au or calling 08 6389 4500.

Whilst all care has been taken in preparing this document, this information is a guide only and subject to change without notice.